

Reporting Period: Clerk's Office Quarterly Report for the period:
 April – June 2021

Recommendation:

BE IT RESOLVED THAT Council receive the Q2/2021 Clerk's Department Report, for information.

Department Overview and Statistics:

<u>Year</u>	<u>2019</u>	<u>2020</u>				<u>2021</u>			
<u>Quarter (Year to Date)</u>	<u>Year End</u>	<u>Q1</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>	<u>Q1</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>
Insurance or Small Claims Processed (incl.potential)	29	5	8	16	21	4	8		
Pelham Deaths Registered	68	11	36	53	64	28	43		
Deaths Outside of Pelham Registered	96	28	53	77	110	31	55		
Lottery Licenses Issued	33	7	7	9	12	1	2		
Council Meetings Attended/Minuted	21	5	11	17	21	5	11		
Special Council Meetings Attended/Minuted	41	6	10	15	18	7	11		
COW Meetings Attended/Minuted	17	2	2	4	6	-	-		
Public Meetings Attended/Minuted	6	2	2	4	8	3	4		
P & P Meetings Attended/Minuted	8	1	1	1	1	-	-		
Affidavits Sworn	127	38	39	58	79		73		
FOI Requests Received/Processed	5	4	8	13	15	2	12		
FOI Appeal or Complaint	0	-	-	-	1	-	1		
Closed Meeting Investigation	0	1	1	1	1	-	1		
Committee of Adjustment – Variances	29	22	23	26	28	18	31		
Committee of Adjustment – Consents	12	9	9	11	11	18	24		
Committee of Adjustment – Hearings	13	6	11	15	15	4	8		
LPAT Appeals C of A	4	3	3	3	3	-	-		
Property Standards Appeals	0	-	-	-	0	-	-		
Fence Viewing Meetings	0	-	-	-	0	-	-		
By-laws	120	37	63	96	114	27	56		
Itinerant Seller/Vehicle Licenses Issued	1	-	1	1	1	1	2		
Short Term Accommodation Licences Issued	-	-	-	0	1	2	2		
Wet/Dry Status to AGCO	1	-	3	4	4	-	-		

Sidewalk Patio/Sidewalk Sale Permits	2	-	-	4	4	-	2
Special Event Permit – Private	1	-	-	-	0	-	2
Livestock Valuer Claims	2	-	-	-	0	-	-
AMP Review Hearings	19	23	23	28	29	1	2
AMP Review Decision Appeals	0	-	-	-	0	-	1
Marriage Licenses Issued	31	5	5	27	29	5	21
Civil Marriage Ceremonies Officiated	13	-	-	10	15	1	4
Proclamations	8	5	5	5	5	1	6
Press Releases	27	12	31	44	51	13	26
News Briefs	66	42	92	136	164	33	68
PSR	-	-	-	-	0	-	-

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Projects:

Records Management Project – Community Planning and Development & Public Works

Throughout the COVID-19 pandemic, various MCC staff members have been repurposed to assist their sister departments, Community Planning and Development and Public Works, in their records management endeavors. Overall this project has been successful and will benefit the Corporation as a whole.

Public Works – Status Up-date

Within the Public Works department, staff have prioritized and completed the digitization of drawings and are currently digitizing files. Public Works staff refer to such drawings frequently. The digital record, now easily accessible, will save a great amount of staff time in locating and retrieval documents.

Community Planning and Development – Status Up-date

Planning and MCC staff have focused on digitizing and filing electronic records as well as preparing Records Retention Sheets for storage and/or destruction. In Q1 and Q2, the approximate number of Planning documents that have been digitized are:

- 205 Site Plan Agreements and plans
- 35 Development Agreements and plans
- 350 building permit files
- 10 boxes of large building plans
- 700 street files

Work from home practices and the increased production of electronic records globally have emphasized the need to digitize existing physical records within the Town. The digitization project will result in a cost savings to the organization, as less staff time will be devoted to locating, retrieval and refiling. Staff will be able to locate and access records quickly and efficiently. In addition, records that are readily available for efficient and timely retrieval will ensure good customer service for internal and external personnel. Requestors will not have to wait an extended

period of time to access information. This will also ensure that statutory deadlines are met, such as those imposed on freedom of information requests.

The controlled destruction of physical records that have been digitized will allow for increased storage space within the office and reduce and/or eliminate the need and cost of storage records off-site.

Peer to Peer Session – Municipal Election Administration in the Time of COVID - AMCTO Conference

The Town Clerk represented the Town of Pelham as a presenter at this year's AMCTO Conference. The presentation titled Municipal Election Administration in the Time of COVID was jointly presented with Cities of Ottawa, Windsor and Cambridge. Each municipality shared their experience and best practices for running an election during a health pandemic. The presentation was well received and have roughly 200 attendees.

E.A. Danby Award

Collaboratively with three other municipalities, the Town of Pelham was named the recipient of this year's E.A. Danby Award for its role in developing, sharing and executing last years' by-election. The E.A. Danby Award seeks to recognize one or more municipalities that demonstrate an initiative or willingness to explore innovative techniques to produce results related to the efficiency and effectiveness of the corporation. Alongside the City of Ottawa, the City of Windsor and the City of Cambridge, the former Town Clerk, current Town Clerk and Deputy Clerk met as a working group to develop protocols and procedures for running a by-election during the COVID-19 Pandemic.

PR/ Marketing Analytics, April – June 2021

Page Views	Unique	Average Time on Page
129,459	104,762	1:45 minutes

Top 5 pages: Gypsy Moth, Careers, MCC, Canada Day, Pool

Twitter

Tweets	Impressions	New Followers
171	94k	42

Facebook

Engagement	Page Views	Total Reach
10,845	1,753	84,021

Bang the Table

Engagement	Page Views	Total Reach
10,845	1,753	84,021

Marketing Projects

- 2021 Community Guide
- Mike Ciolfi Memorial Area Photos
- Town of Pelham Map

Constituent Concerns and Issues Arising:

None.

Employee Updates:

Effective May 28, 2021, Holly Willford assumed the role of Town Clerk.

Effective May 24, 2021, Sarah Leach assumed the role of Deputy Clerk.

The title of *Administrative Assistant to the Town Clerk* has been changed to *Legislative and Committee Coordinator* to better reflect the duties and responsibilities of the position. Recruitment for the position will resume in Q3.

The Revenue Support Clerk to Corporate Services will be providing part time support to the Clerk's department until the position is filled.

Grants, Concerns, RFPs, Agreements:

None.

Meetings:

Town Clerk

- Deputy Clerk Recruitment
- Legislative and Committee Coordinator Recruitment
- Various training sessions with IT and HR
- SLT
- Committee of Adjustment Hearings
- EOC

Deputy Clerk

- eSCRIBE Board Management Meetings
- Legislative and Committee Coordinator Recruitment
- Committee of Adjustment Hearings
- Committee of Adjustment Test Sessions
- Pre-Consultation Meetings for Committee of Adjustment

Marketing and PR Specialist

- EOC 2X Week and Niagara Emergency Communicators By-Weekly